Downloaded from <https://www.velvetjobs.com/job-descriptions/service-leader>

# Example of Service Leader Job Description

Our growing company is looking for a service leader. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for service leader

* Maintaining program delivery quality, profitability, and customer satisfaction, among other metrics
* Fostering and maintaining relationships with senior external and internal stakeholders to correctly manage expectations and achieve successful program outcomes
* Supporting, coaching and enabling employees and partners to achieve their full potential
* Leading your team to provide successful solution deployments and demonstrating clear business value
* Reviewing current portfolio of engagements and driving project profitability, adherence to cost estimates, forecast accuracy, and revenue recognition for programs/projects
* Managing the cadence of the delivery business in your geography
* People management & leadership (approximately 25% of time)
* Engagement in the process of program sales and peer support (Approximately 20% of time)
* Oversight of your team's programs/projects (Approximately 25% of time)
* Business Management (Approximately 30% of time)

## Qualifications for service leader

* Providing leadership in market analysis and development/execution of strategies and action plans to drive product
* Able to oversee and lead large regional BPO
* Facilitate product handover process between other Grid Solutions product lines and service
* Oversee and validate products end of life
* Drive the different initiatives aiming at developing and improving the different Engineering tools required for an efficient product lifecycle management from as built to as maintained status
* Maximize the contribution of the experts & know-how from our units